

## **DEVON AND CORNWALL POLICE AUTHORITY**

### **PERFORMANCE MANAGEMENT AND AUDIT COMMITTEE**

A meeting of the **Performance Management & Audit Committee** was held on Wednesday 8 September 2004.

**Further information on the items referred to below is contained in the agenda for this meeting, which has been circulated to all members.**

Matters discussed (with minute references shown in brackets) include: -

#### **[PM/313] National Intelligence Model and the Control Strategy**

Members were provided with a presentation on the use of the National Intelligence Model and the Control Strategy.

The Control Strategy is produced from the Force Strategic Assessment that is filtered down to BCU level and the Tasking and Co-ordination Group. The Control Strategy sets out Force priorities for crime. At the time of the meeting these were violent crime, prolific offenders, drugs, cross border offenders and national security.

Although these are the key priorities for the Force, they will not be the only crimes that are covered.

The Control Strategy identifies areas of enforcement, reduction and intelligence that are required; this then becomes the intelligence requirement, known as the Collection Plan. The benefits of the Control Strategy are: more effective use of police resources; reduced crime and disorder and; improved detection rates.

#### **[PM/314] Future strategic direction of the Call Management and Communications Department**

Members were provided with a presentation on 'Resourcing to meet Demand in Call Handling'.

This explained that there had been considerable improvements in call handling performance over the last 2 years.

Estimates were provided of the extra staffing and budget requirement to meet targets in future years.

Additionally, increases in work load for the CDIB due to adoption of the Domestic Violence Policy were discussed.

It was suggested there was a need to address quality of call service rather than increasing quantity targets further.

There is an option of recruiting staff to work nights only to reduce the enhanced payment of staff working unsociable hours.

Q-Max should be operational by the end of the year. It will be run for a few months before the information it provides will be used to inform management decisions.

#### **[PM/315] Performance against the Annual Policing Plan (Targets)**

Members were provided with an update on Force performance against the Annual Policing Plan targets. 9 of the 19 targets were being met. Those not being met are targets for violent crime, offences brought to justice and targets for detection rates.

33 forces nationally had recorded an increase in violent crime over the last quarter. Devon and Cornwall had the 8<sup>th</sup> highest increase nationally to date.

One quarter of all violence is attributable to youths under 17 years of age.  
At the time of the meeting, 100 officers were abstracted to major crime investigations.  
There have been 17 murders over the last 12 months. In 14, persons have been charged or the crime has been detected. At the time of the meeting 3 remained outstanding.

#### **[PM/317] Activity Based Costing Results 2003/ 2004**

Members were provided with a report on the Activity Based Costing (ABC) survey, carried out during May 2004.

Abstraction levels were running at approximately 40%. This is higher than the typical national rate which may be due to the survey period covering a bank holiday.

Overtime levels have increased by 25% across the Force since 2003. Overtime was greatest in Custody Centres. There remains a balance between speeding up the processing of detainees and managing overtime levels.

Despite the survey being carried out over a bank holiday weekend, it is thought to be accurate due to the size of the survey and the thorough checking of results.

#### **[PM/307] Stop and Search**

Members were updated on the progress of the Stop and Search Working Group.

A new system for recording stops must be in place by 31 March 2005. The proposal is for this to be implemented through a correctly prioritised and structured project.

#### **[PM/318] Forensic/ Scientific Services Performance**

An update was provided on the current Force forensic performance.

There is a need for clarity on who should be held to account for certain performance data. The issue of ownership and responsibility is being addressed by a project being conducted by the Strategic Development Department.

The Police Standards Unit (PSU) is being brought in to look at Forensic Detection Strategies.

Members may wish to ask BCU Commanders to account for Forensic Performance during BCU Commanders' meetings with the Police Authority.

The Deputy Chief Constable suggested the Police Authority might wish to commission an ABC survey into forensics.

There is a need for members representing Plymouth to have an understanding of these Forensics issues. This will allow members to question Plymouth BCU staff during meetings and as part of the PMR process.

#### **Other Matters**

Other matters discussed included the on-going monitoring of Audit Reports, Best Value Improvement Plans, HMIC reports and Inspections reports.

**Christine Ryan  
Chairman, Performance Management & Audit Committee**